

OUTREACH

Division of Laboratory Services

Electronic Order and Result Retrieval
2013



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About the OUTREACH System

- **OUTREACH electronically delivers laboratory requisitions and reports via the internet to more than 1500 registered and certified customers of the Division of Laboratory Services in the Kentucky Department for Public Health. This service was implemented in 2010 to better serve you by reducing turnaround time, decreasing risks for clerical errors and conveniently allowing submission of test orders and retrieval of results over the internet. Urgent cases will continue to be handled by telephone and fax.**
- **To maximize your practice, become a user and benefit from the OUTREACH System.**
- **For questions with registration, specimen submission, order submission, result retrieval or OUTREACH IT related issues, please contact our Customer Service Center help desk during regular business hours (Monday-Friday 8 a.m. to 5 p.m.), at (502)0564-4446, ext. 1 or via email at CHFS.CSCO@kyl.gov. Outside of regular business hours, your call or email will be responded to on the next business day.**

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Section Tab - Logging On

Getting Started

- Every OUTREACH system user must complete and return to the Division of Laboratory Services 2 required forms:
 1. [User Request Form](#)
 2. [HIPAA form](#)
- These forms are also available from the CHFS Business Operation Branch website (<http://chfs.ky.gov/dph/info/lab/Business+Operations+Branch.htm>).
- Complete the forms in their entirety and return completed, signed forms as soon as possible to:

Division of Laboratory Services
Attention: KY-LWO Customers Service Center
100 Sower Blvd. Suite 204
Frankfort, KY 40601

Faxed forms will not be accepted.

Logging On

- Click on or enter the following url in your internet Explorer browser window field to access the OUTREACH LOG-IN SCREEN. Bookmark and add to your “Favorites” or save this url to your desktop for easy access. (<https://outreach.psychesystems.com/NetOutreachKSL/>)
- Enter your unique user name and password (please do not share log on credentials), provided to you when you as part of your Outreach System registration process. The user name and password allows the user to securely log on to OUTREACH.
- If you need Outreach log on credentials please contact the Division of Laboratory Services OUTREACH IT Customer Services: Monday-Friday 8 a.m. to 5 p.m.), at (502) 564-4446 ext. 1 or via email at CHFS.CSCO@ky.gov
- **Note: OUTREACH has been tested to be compatible and must be accessed using Internet Explorer version 6, 7, or 8.**



The image shows a login screen for PSYCHE. At the top, there is a logo featuring a butterfly and the word "PSYCHE" in a bold, sans-serif font. Below the logo, it says "30 Years of LIS Innovation". The main area of the screen contains two input fields: "User Name" and "Password", each with a corresponding text box. Below these fields is a "Login" button. At the bottom of the screen, the website address "www.psychesystems.com" is displayed.

About Passwords

As part of our ongoing effort to ensure the highest level of OUTREACH System password Security, the Cabinet for Health and Family Services conducts routine audits of all customer account passwords to identify those considered “weak” and at risk of posing a potential security compromise. It has been determined stronger password safeguards must be place to protect the integrity of the OUTREACH System data.

What are weak passwords?

Weak passwords are those which are easily guessed by unauthorized users. Examples include “1234”, “password”, “temp”, etc.

A week password poses security risks at two levels- it may enable unauthorized access to confidential information, and my potentially enable an unauthorized user to compromise the system.

What qualifies as a strong password?

Strong passwords must contain at least eight (8) characters and include at least one upper or lower case letter, at least one number, at least on symbol or special character (!@#\$%*) and no spaces. Also, the same password cannot be used within 13 consecutive log ins.

Password	Status	Reason
12345	Invalid	Not enough characters, numbers only and numbers are in sequence.
Pancakes	Invalid	This is a dictionary word and is easily recognized by password cracking software.
;rsx3G6Dwp*	Valid	Password contains eight or more characters and combines all the necessary complex password characteristics.

About Passwords

How do I change my password(s)?

- When you log in to the OUTREACH System the very first time (<https://outreach.psychesystems.com/NetOutreachKSL/>), you will receive a message indicating “Password Expired”. Create a new “**strong**” password and enter your new password in both the Password and Confirm fields. Click the <Save> button and this should result in a successful log in to the OUTREACH System.



The screenshot shows the PSYCHE login interface. At the top, there is a logo with a butterfly and the text "PSYCHE" and "30 Years of LIS Innovation". Below this, a red box highlights the message "Password Expired". Underneath the message, there are two input fields labeled "Password" and "Confirm". At the bottom, there are two buttons: "Save" and "LogOut".

- If you require additional assistance with resetting your password, contact the OUTREACH Customer Call Center at 502-564-4446 x 1.

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Section Tab- Result Retrieval

About Result Retrieval

- The Results Retrieval window default allows the user to access cases/results based on the Days Back to Search. The *Days Back* field is based on the Receipt (Admission) date. Psyche Systems Corporation must configure this default search setting however it may be overridden manually as needed by typing in the desired number of days in the Days Back to Search field.
- Each row represents one resulted or partially resulted order. Results will be displayed as follows:
 - **Normal** - Black Font with default color background.
 - **Abnormal** - Red font with default color background.
 - **Critical** - Black font with salmon colored background.
- As with similar list boxes in Outreach, the user may click on any column heading to toggle the Result sort in ascending or descending order.

Result Retrieval-Preview Results

Result Searching

- The search is always a combination of the Days Back field and the Search field. For example, if the day spinner is set to 100 days and a patient name is entered in the Search Field, only orders for matching that patient name during the past 100 days will appear in the list box.

Result Preview (individual cases)

- The user may click View Report to see a PDF preview of the selected patient.

Batch Preview (multiple cases)

- To preview multiple cases in Adobe Reader, Click the checkbox next to each desired order and then select the **Batch** button. The **Batch** button will display all of the selected reports consecutively in one PDF window.

Batch Preview (all results/cases on a page)

- To select all results on a page for previewing, select the **Batch All** checkbox, at the bottom of the page and then select the **Batch** button to display them in the Adobe window.

Outreach.NET Result Retrieval - Microsoft Internet Explorer

Address: http://elivaxdemo1netoutreachqc/Results.aspx

Result Retrieval [Pam] Days back to search: 90 Search criteria: All Fields New: ☐ Run

	Name	Req Num	Case	Received Date	Patient#	DOB	SSN	Submitter
<input type="checkbox"/> View Report	History Abby, Pete	1720477	S2009-000023	2009-02-10	1720473	1990-02-03	999-99-8888	FRANKLI
<input type="checkbox"/> View Report	History Abby, Pete	1720867	S2009-000044	2009-02-17	1720473	1990-02-03	999-99-8888	22222_Unknown
<input type="checkbox"/> View Report	History ABby, Test	1722046	C2009-000028	2009-03-06	1722042	1958-02-02		TESTING, PAMELA
<input type="checkbox"/> View Report	History Barbara, Test	1722052	C2009-000029	2009-03-06	1722048	1970-02-02		TESTING, PAMELA
<input type="checkbox"/> View Report	History BBB, PAM	1720487	C2009-000025	2009-02-10	1720483	1959-02-01		CHARLES ABATE, MD
<input type="checkbox"/> View Report	History BUNNY, HOPS	1724421	S2009-000045	2009-04-07	1724417	1959-02-01		Test Physician
<input type="checkbox"/> View Report	History CCC, test	1727743	S2009-000048	2009-05-05	1720567	1933-03-03		Test Physician
<input type="checkbox"/> View Report	History Friday, Tester	1722090	S2009-000030	2009-03-06	1722086	1979-03-04		TESTING, PAMELA
<input type="checkbox"/> View Report	History Green, Pea	1721083	S2009-000052	2009-02-18	1721079	1956-02-04		Big, Panda
<input type="checkbox"/> View Report	History JONES, TIM		S2007-005002	2007-06-19	901090602	1987-06-02		Bill Lambert
<input type="checkbox"/> View Report	History March, Eighteen	1722664	S2009-000042	2009-03-18	1722660	1946-04-05		QC, Doctor
<input type="checkbox"/> View Report	History March, Fifth	1721824	C2009-000026	2009-03-05	1721820	1956-02-01		QC, Doctor
<input type="checkbox"/> View Report	History March, Ninth	1722186	C2009-000030	2009-03-09	1722162	1959-02-09		TESTING, PAMELA
<input type="checkbox"/> View Report	History March, NinthThird	1722188	C2009-000031	2009-03-09	1722184	1981-02-01		TESTING, PAMELA
<input type="checkbox"/> View Report	History March, NinthTwo	1722182	C2009-000032	2009-03-09	1722178	1961-01-03		TESTING, PAMELA
<input type="checkbox"/> View Report	History March, Sixteen	1722540	S2009-000040	2009-03-16	1722536	1968-02-23		QC, Doctor
<input type="checkbox"/> View Report	History midnight, Owls	1722422	S2009-000041	2009-03-11	1722418	1979-02-24		QC, Doctor
<input type="checkbox"/> View Report	History Monday, order	1719928	C2009-000024	2009-02-02	1719924	2001-01-01		ROBERT HADDEN, MD

1 2 3

☐ Batch All ☐ Batch ☐ Use Groups MARK HARTZBAND, MD Orders Log Out

Result Retrieval - Report

Not Found KEEFE, BRIAN S2007-005006

1 / 19 70.7% Find

Bookmarks Options

1712030

Name JONES, JOHN

MedRec 1476061 **DOB** 02-Feb-1922 **Age** 85 **Sex** M

Account Number 1712031 **Visit Date** 04-Sep-2007 **Pat Type** OUTPA

SpecimenID 1712030 **PDAT** 04-Sep-2007 **Date/Time of Arrival** NewField0

PTIM 1243 **Priority** **Location**

client ID: **Requesting Physician:** Bill Lambert **Copy to:**

CompuNet
CLINICAL LABORATORY
365 Montauk Street
New London, CT 06320

Test	Result	Descriptor	Reference Range
CBC & DIFF			
WBC	11.1		6.5-13.0 x10 ³ /3MM ³
RBC	5.30		4.95-6.10 x10 ³ /3MM ³
HGB	12.7 L		3.7-18.0 g/dL
HCT	33.2 L		42-52 %
MCV	44 L		80-99 U ³
MCH	54 H		27-32 pg
MCHC	45 H		32-36 g/dL
PLT CT		APLT result APLT flag here	APLT range here APLT
RDW		RDW result RDW flag here	RDW range here RDW
MN PLT VOL		AMPV result AMPV flag here	AMPV range here AMP
COAGULATION STUDIES			
PT	12.6 H*		10.6-12.4 Seconds
INR (Norm 0.8-1.2) 3.3 H*			
PT 04-Sep-2007/04:20/88V - Delta Check: 18.5 sec on 3/28/07. Result Checked.			
INR (Norm 0.8-1.2) 1712030 INR-INRAB07TC-0.0-1.0			
GENERAL CHEMISTRY			
NA	140		136-145 mMol/L
K	4.1		3.0-5.5 mMol/L
CL	118 H		95-135 mMol/L
CO2	28		21-32 mMol/L
AN GAP	11		10-20
BUN	33 H		8-25 MG/DL
CREAT	0.9 U		0.6-1.3 MG/DL

Result Retrieval – Viewing Result History

When History is selected for a clinical patient, the test result history for the patient is displayed. Results comprise the current order as well as all other orders for the patient (if applicable). By default, these results are displayed in date order but as with similar list boxes in OUTREACH the user may click on any column heading to toggle the Result sort in ascending or descending order.

The user may filter the test result history by CTRL+L Click to select all tests to be included in the filter and then selecting the Filter button. The history can be further narrowed down by using a date range in the filter. The filter can be cleared by selecting the Clear Filter button. To go back to the Result Retrieval page, click the Results button.

To log out of Web Outreach click the <Log Out> button.

Result History [Keeffe, John 1707677]

Date	Test	Result	Units	Flag	Range	Critical Range	
2007-09-04	BUN	33	MG/DL	H	8-25	Your BUN Critical Range Here	View Text
2007-09-04	RBC	5.30	x(10) ³ /MM ³		4.95-6.10	Your RBC Critical Range Here	View Text
2007-09-04	HEMOGLOBIN	12.7	g/dL	L	3.7-18.0	Your HGB Critical Range Here	View Text
2007-09-04	HEMATOCRIT	33.2	%	L	42-52	Your HCT Critical Range Here	View Text
2007-09-04	MCV	44	U ³	L	80-98	Your MCV Critical Range Here	View Text
2007-09-04	MCHC	45	g/dL	H	32-36	Your MCHC Critical Range Here	View Text
2007-09-04	RDW	RDW result	RDW units here	RDW flag here	RDW range here	Your RDW Critical Range Here	View Text
2007-09-04	PLATELET COUNT	APLT result	APLT units here	APLT flag here	APLT range here	Your APLT Critical Range Here	View Text
2007-09-04	MEAN PLATELET VOLUME	AMPV result	AMPV units here	AMPV flag here	AMPV range here	Your AMPV Critical Range Here	View Text
2007-09-04	MCH	54	pg	H	27-32	Your MCH Critical Range Here	View Text
2007-09-04	RED CELL MORPHOLOGY COMMENT 1	RC1 result	RC1 units here	RC1 flag here	RC1 range here	Your RC1 Critical Range Here	View Text
2007-09-04	WBC COUNT	11.1	x(10) ³ /MM ³		6.5-13.0	Your WBC Critical Range Here	View Text
2007-09-04	CREATININE	2.2	MG/DL	H	0.5-1.7	Your CRE Critical Range Here	View Text
2007-09-04	GLUCOSE	155	MG/DL	H	80-120	Your GLU Critical Range Here	View Text
2007-09-04	SODIUM	140	mMol/L		136-145	Your NA Critical Range Here	View Text
2007-09-04	POTASSIUM	4.1	mMol/L		3.0-5.5	Your K Critical Range Here	View Text
2007-09-04	CHLORIDE	116	mMol/L	H	95-115	Your CL Critical Range Here	View Text
2007-09-04	CARBON DIOXIDE	28	mMol/L		21-32	Your CO2 Critical Range Here	View Text
2007-09-04	ANION GAP	11			10-20	Your GAPX Critical Range Here	View Text
2007-09-04	PSA	0.5	I.U.		0.1-1.3	Your NPSA Critical Range Here	View Text

<

>

Filter Results

ANION GAP
APPEARANCE
BILIRUBIN
BLOOD
BUN

Results

Log Out

Date From

2007-09-04

+

Date To

2007-09-04

+

Filter

Clear Filter

Graph

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Section Tab for Orders

Moving to the Order Entry Window

- To move to the Order Entry window, simply click on the *Orders* button.
- From the Result Retrieval window, click the “Orders” button (bottom right corner of window). The Orders window is displayed. The Orders displayed in this window are sorted in descending order by Order Date & Time.

Outreach.NET Result Retrieval - Microsoft Internet Explorer

Address: http://elivaxdemo.net/outreachq/Results.aspx

Result Retrieval [Pam] Days back to search: 90 Search criteria: All Fields New: [] Run

	Name	Req Num	Case	ReceivedDate	Patient#	DOB	SSN	Submitter
<input type="checkbox"/> View Report History	Abby, Pete	1720477	S2009-000023	2009-02-10	1720473	1990-02-03	999-99-8888	FRANKLI
<input type="checkbox"/> View Report History	Abby, Pete	1720867	S2009-000044	2009-02-17	1720473	1990-02-03	999-99-8888	22222 ,Unknown
<input type="checkbox"/> View Report History	ABby, Test	1722046	C2009-000028	2009-03-06	1722042	1958-02-02		TESTING, PAMELA
<input type="checkbox"/> View Report History	Barbara, Test	1722052	C2009-000029	2009-03-06	1722048	1970-02-02		TESTING, PAMELA
<input type="checkbox"/> View Report History	BBB, PAM	1720487	C2009-000025	2009-02-10	1720483	1959-02-01		CHARLES ABATE, MD
<input type="checkbox"/> View Report History	BUNNY, HOPS	1724421	S2009-000045	2009-04-07	1724417	1959-02-01		Test Physician
<input type="checkbox"/> PENDING History	CCC, test	1727743	S2009-000048	2009-05-05	1720567	1933-03-03		Test Physician
<input type="checkbox"/> View Report History	Friday, Tester	1722090	S2009-000030	2009-03-06	1722086	1979-03-04		TESTING, PAMELA
<input type="checkbox"/> View Report History	Green, Pea	1721083	S2009-000052	2009-02-18	1721079	1956-02-04		Big, Panda
<input type="checkbox"/> View Report History	JONES, TIM		S2007-005002	2007-06-19	901090602	1987-06-02		Bill Lambert
<input type="checkbox"/> View Report History	March, Eighteen	1722664	S2009-000042	2009-03-18	1722660	1946-04-05		QC, Doctor
<input type="checkbox"/> PENDING History	March, Fifth	1721824	C2009-000026	2009-03-05	1721820	1956-02-01		QC, Doctor
<input type="checkbox"/> View Report History	March, Ninth	1722166	C2009-000030	2009-03-09	1722162	1959-02-09		TESTING, PAMELA
<input type="checkbox"/> View Report History	March, NinthThird	1722188	C2009-000031	2009-03-09	1722184	1981-02-01		TESTING, PAMELA
<input type="checkbox"/> View Report History	March, NinthTwo	1722182	C2009-000032	2009-03-09	1722178	1961-01-03		TESTING, PAMELA
<input type="checkbox"/> View Report History	March, Sixteen	1722540	S2009-000040	2009-03-16	1722536	1968-02-23		QC, Doctor
<input type="checkbox"/> View Report History	midnight, Owls	1722422	S2009-000041	2009-03-11	1722418	1979-02-24		QC, Doctor
<input type="checkbox"/> View Report History	Monday, order	1719928	C2009-000024	2009-02-02	1719924	2001-01-01		ROBERT HADDEN, MD

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☐ Batch All ☐ Use Groups MARK HARTZBAND, MD

Entering Orders – Important Note!

Order Information Section

The information entered in this section will remain until the user logs out or further alters the information chose.

VERY IMPORTANT!

SEARCH PATIENTS (this step is required before entering an order)

If the order is for a patient that has been seen previously by the submitter, search for the patient record by clicking the “Search Patients” button. The search can be performed by full or partial Patient Name, Social Security Number, Patient Number (MedRec), DOB or all fields. Once the search criteria has been entered, select “Run” to initiate the search. Possible matches are displayed alphabetically by Name (in ascending order). To choose the matching patient, click on the “Select” link next to the patient name. The patient demographics and billing information are then displayed in the Order Entry window. This information should be reviewed for accuracy and modified as necessary. If there are no patients matching the search criteria, the search patient window listing will be blank.

The screenshot shows the 'Order Entry' form for 'BULLITT CO HEALTH DEPT.'. The 'Set Submitter' dropdown is set to 'None'. The 'Search Patients' button is highlighted with a yellow box. The 'Order Mode' is set to 'Clinical'. The form includes fields for patient information (Name, Sex, DOB, SSN, Med Rec, Req #, Address, City, State/Zip) and a 'Status: NEW' indicator. There are buttons for 'Edit Patient' and 'Edit Billing'. The 'Guarantor' section shows 'Insurance 1:', 'Insurance 2:', and 'Insurance 3:'. The 'ICD History' section shows 'ICD History - none found'. The 'Order Date' is '2013-02-13'. The 'Order Priority' and 'ICD9s' sections are also present. A table with columns 'Test', 'Description', 'ICD9', 'Tube Type', 'Specimen Collection Date', 'Specimen Collection Time (military time)', and 'Priority' is shown. The 'Order Comments' section is at the bottom. At the very bottom, there are buttons for 'New Order', 'Place Order', 'Cancel Order', 'Reprint', 'Results', and 'Log Out'.

Test	Description	ICD9	Tube Type	Specimen Collection Date	Specimen Collection Time (military time)	Priority
	Questions					
	Questions					
	Questions					
	Questions					
	Questions					

HIV Anonymous Order Entry

Note: For HIV “Anonymous”, enter the “KYnumber, HIV” in the name field. In the program question section enter the KYnumber again. For Non-Anonymous patients orders enter patient last name, first name and in the program question section enter the KY#.

New Order/Existing Patient Data Entry Screen

Always Click the <Search Patient> button to check for an existing patient account before entering a new order.

Note: Entering a new patient record before checking for an existing record(s) in the OUTREACH System will create multiple unlinked accounts for a patient and therefore compromise a patient's complete OUTREACH record in this system.

Order Entry [BULLITT CO HEALTH DEPT.]		Set Submitter	None	Search Patients	Order Mode: Clinical		Orders
Name [Last, First]:		SSN [xxx-xx-xxxx]:		Address:			
Sex:		Med Rec:		City:			
DOB [yyyy-mm-dd]:		Req #:		State/Zip:			
Status: NEW				Edit Patient			
Guarantor:				ICD History - none found			
Insurance 1:				Edit Billing			
Insurance 2:							
Insurance 3:							
Order Date: 2013-02-13		Order Priority:		ICD9s:			
Test	Description	ICD9	Tube Type	Specimen Collection Date	Specimen Collection Time (military time)	Priority	
	Questions						
	Questions						
	Questions						
	Questions						
	Questions						
Order Comments				Edit Clin Order			
New Order		Place Order		Cancel Order		Reprint	
				Results		Log Out	

Order Entry-New/Existing Patient Search

- Enter Search criteria and criteria data and click the <Run> button.
- If a “match” is returned click the “Select” link. If there is not a match, the screen will remain blank.
- Close the screen. Click the “X” in the upper right corner and continue with your order.

Note: Always search for a patient before entering a new order.

The screenshot shows a web browser window titled "Search Patients -- Webpage Dialog". The address bar displays the URL: <https://outreach.psychesystems.com/NetOutreachKSLTest/dialogSearchPatients.aspx?Title=Search Patients&page=d>.

The main form area is titled "Enter search criteria". It includes a dropdown menu for "Name" with a list of options: "Name", "Patient#", "SSN", "DOB", and "All Fields". To the right of the dropdown is a text input field and a "Run" button.

Below the search criteria section is a table with columns: "Select", "Name", "DOB", "SSN", "City", and "State". The table contains 15 rows, each starting with a "Select" link in the first column. The other columns are currently empty.

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Section Tab for Order Entry

Order Entry – Section Names

- The Order Entry window is used for entering new orders as well as viewing and modifying existing orders. For existing orders, an overview is displayed. If further inspection/review is needed for a section, select the section 'Edit' button.
- The Order Entry window is divided into five sections; Order Information, Patient information, Billing Information, Specimen Information, and Action Buttons.

Order Entry [NEED SUBMITTER]		Set Submitter	Order Information		Patients	Order Mode: Clinical	Orders
Name:	SSN:	Patient Information		Address:			
Sex:	Med Rec:	City:					
DOB:	Req:	State/Zip:					
		Status: NEW	Edit Patient				
Guarantor:		Billing Information		ICD History - none found			
Insurance 1:			Edit Billing				
Insurance 2:							
Insurance 3:							
Collection Date: 2009-09-30	Order Priority:	Specimen Information		ICD9s:			
Test	Description	ICD9	Test Code	Description	Collection Time	Priority	
	Questions						
	Questions						
	Questions						
	Questions						
	Questions						
Order Comments		Edit Clin Order					
<input type="checkbox"/> [Do Standing]							
Action Buttons							
New Order	Place Order	Cancel Order	Reprint	Results	Log Out		
[Patient Incomplete] [Billing Incomplete] [Order Incomplete] [Submitter Incomplete]							

Order Screen Information

Order Screen (Main Screen)

- Notice the “**Order Incomplete**” status that was located at the bottom, left corner of the screen, it is no longer there.
- The “Order Entry” screen is designed to easily and quickly visually scan an order prior to placing it to ensure accuracy. To Make changes to any or all parts of the “Order” simply click the appropriate edit button (i.e. <Edit Patient>, <Edit Billing>, <Edit Clin Order>).
- Click the <Place Order> button, located at the bottom left of the screen to place the order.

Note: Always search for a patient before entering a new order.

Order Entry [FRANKLIN COUNT HEALTH DEPT. ENVIRO]		Set Submitter: None	Search Patient	Order Mode: Clinical	Orders
Name [Last, First]: Test, Patient		SSN [xxx-xx-xxxx]: 111-11-1111	Address: 100 Sower Blvd.		
Sex: M		Med Rec:	City: Frankfort		
DOB [yyyy-mm-dd]: 1980-12-01		Req #:	State/Zip: KY40601		
		Status: NEW	Edit Patient		
Guarantor:			ICD History - none found		
Insurance 1:					
Insurance 2:					
Insurance 3:			Edit Billing		
Order Date: 2013-02-14		Order Priority: ROUTINE		ICD9s:	
Test	Description	Questions	ICD9	Tube Type	Specimen Collection Date
GLU	FASTING OR RANDOM GLUCOSE	Questions		CLINICAL CHEM	2013-02-14
		Questions			Specimen Collection Time (military time)
		Questions			09:14
		Questions			Priority
		Questions			ROUTINE
Order Comments					Edit Clin Order
New Order		Place Order		Cancel Order	
		Reprint		Results	
				Log Out	

Order Entry – Window Field Display

Order Information

Diagram illustrating the fields in the Order Entry window header:

- Window Title: Order Entry [NEED SUBMITTER]
- Submitter Selection: Set Submitter
- Ordering Location: [Submitter location]
- Search Existing Patients: Search Patients
- Order Mode: Clinical
- Order List Window: Orders

Patient Information

Diagram illustrating the fields in the Patient Demographics section:

- Name:
- Sex:
- DOB:
- SSN:
- Med Rec:
- Req #:
- Status: NEW
- Address:
- City:
- State/Zip:
- Edit Patient

Labels and arrows indicate:

- Patient Demographics (points to the entire section)
- Status Indicator (points to Status: NEW)
- Displays Patient Window (points to Edit Patient)

Billing Information

Diagram illustrating the fields in the Billing Information section:

- Guarantor Information: Guarantor:
- Insurance Information: Insurance 1:, Insurance 2:, Insurance 3:
- Patient's ICD9 History (Displays for Clinical orders only): ICD History - none found
- Edit Billing

Labels and arrows indicate:

- Guarantor Information (points to Guarantor:)
- Insurance Information (points to Insurance 1:, Insurance 2:, Insurance 3:)
- Patient's ICD9 History (Displays for Clinical orders only) (points to ICD History - none found)
- Displays The Billing Window (points to Edit Billing)

Order Entry Search Criteria

DAYS BACK TO SEARCH

The default Days Back to Search is a site-wide setting configured by the Host Facility. This setting can be altered by typing the desired Days Back and then selecting 'Run'. The modified Days Back value will remain until the user advances to a different window or setting is changed manually (whichever comes first).

SEARCH CRITERIA

Results can be further narrowed by using Search Criteria. The default search criteria is 'All Fields' but the setting can be modified to display patients based on a specific demographic. The search criteria field selection is a drop down listing. The empty field next to the drop down is where the criteria to be searched for is entered.

Orders [0] Days back to search: 888 Enter search criteria: All Fields [All] Run

	Req Num	Name	SSN	Date	Order Time	Status	Items
Select	1721620	AAA, PAM	1990-0		10:54	Open	Items
Select	1721599	Blair, Blair			09:46	Open	Items
Select	1721571	Ping, Pong	999-88-7777	1958-0	14:48	Open	Items
Select	1721564	P, test	333-33-6333		14:39	Open	Items
Select	1721506	Frosty, Snow		2009-07-24	14:38	Open	Items

Order Entry Search Criteria

Search Criteria is used in conjunction with the Days Back To Search. So for example, if the Days Back to Search was set at 7 and a Search Criteria was SSN with values of 015. Then e.outreach would display the orders for the last seven days that included the value "015" in the SSN column.

To remove the search criteria, select and delete the search criteria that was previously entered and then select Run.

[illegible]

Order Status

ORDER STATUS

The Orders listing can be narrowed even further by including Order Status criteria (located to the left of the Run button. The default status display is 'All' which displays all orders regardless of their status (excludes Standing Orders). To limit the listing to orders with a certain status (or to view Standing Orders), use the status drop down listing. The status of an order determines the options that the user has for making modifications to an existing order (see Table 2 "Order Status").

Status	Description	Order Modification Options
Open	An Order has been placed but before it has been received by the Host Facility.	View, Modify, Delete
Ordered	Clinical Orders that have been received by the Host Facility.	View
Standing	Clinical Orders that have been placed as a standing Order	View, Modify, Delete
Cancelled	Orders that have been cancelled by the submitting facility.	View

View Existing Orders

Viewing Existing Orders

- There are two links that can be used to view various details of an existing order (see Table 3 “Order Links”).
- If the order status permits modifications to the order, from the Order Entry window, select the Edit button in the desired section (e.g. Edit Patient; Edit Billing; Edit Order) to make edits to that portion of the order. Once all of the modifications are made, select the ‘Place Order’ button to save the changes to the order. A Print dialogue is displayed to allow the Requisition/Label to be reprinted with the modified information.

Note: When changes to an existing order are saved, the requisition number will remain the same.

Link	Location	Function
Items	On right of order	A view only dialogue is displayed which displays the specimens/tests. No Modification is permitted in this window.
Select	On left of order	Displays the details of the order in the Order Entry window. From this window, the user can view all of the order details. Depending on the status of the order, modifications may be permitted.

Modifications to Existing Orders

Submitters can only make Order modifications to Orders with a status of Open or Standing. All other Status types are "Read Only". Read Only status indicates the modification can only be made by staff at the Division of Laboratory Services (502-564-4446).

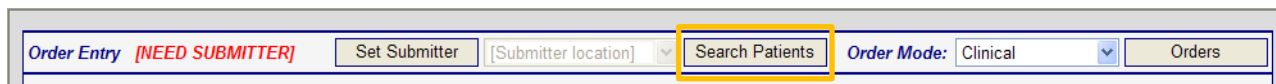
Note:

When changes to an existing order are saved, the requisition number will remain the same.

Order Mode and View Orders

ORDER MODE

When a mode is selected, the Order portion of the window will populate with data fields for the selected order type. If the Mode field is dithered, the user is not able to change order types.



The screenshot shows a horizontal toolbar with several elements. From left to right: a button labeled 'Order Entry' with a red status indicator '[NEED SUBMITTER]', a 'Set Submitter' button, a dropdown menu labeled '[Submitter location]', a 'Search Patients' button (highlighted with a yellow border), an 'Order Mode:' label followed by a dropdown menu currently set to 'Clinical', and an 'Orders' button.

VIEW ORDERS

To return to the Orders window simply click the “View Orders” button.

Caution

When selecting the “View Order” button, any order information that has not been placed, will be discarded.

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Section Tab for Specimen Information

Specimen Information Field Display - Clinical

Note: Standing Order Checkbox and the ICD9 Code Field is not used at this time.

The diagram shows a web interface for specimen information. At the top, there are labels for 'Order Collection Date' (pointing to 'Collection Date: 2009-09-30'), 'Questions Link' (pointing to a 'Questions' link), 'Order Priority' (pointing to 'Order Priority:'), and 'Selected ICD9 Codes' (pointing to 'ICD9s:'). Below these is a table with columns: 'Test', 'Description', 'Questions', 'ICD9', 'Tube Type', 'Collection Date', 'Collection Time', and 'Priority'. An arrow labeled 'Information For Each Specimen' points to the table rows. Below the table is an 'Order Comments' section with a checkbox labeled '[Do Standing]' and an 'Edit Clin Order' button. Arrows point from the 'Standing Order Checkbox' label to the checkbox, from the 'Order Comments' label to the text 'From Comments in the Edit window or ask at order responses', and from the 'Displays The Edit Order Window' label to the 'Edit Clin Order' button.

Test	Description	Questions	ICD9	Tube Type	Collection Date	Collection Time	Priority
		Questions					
		Questions					
		Questions					
		Questions					

Order Comments
☐ [Do Standing]

Order Comments
From Comments in the Edit window or ask at order responses

Edit Clin Order

QUESTIONS LINK

The Questions link will be dithered if no Ask At Order responses have been entered for a profile/test. If Ask At Order Questions have been answered, then the link will be enabled in this window allowing the user to view the questions and answers (read only).

TUBE TYPE

Identifies the collection vial that is defined used for the selected test. If no vial type is defined for the specimen, then this column remains blank.

COLLECTION DATE/TIME

Lists the collection date/time for each specimen (if no specific specimen collection time is entered, this defaults to the order date/time).

PRIORITY

Specifies the priority entered for the specimen (if no specific specimen collection time is entered, this defaults to the order priority).

ORDER COMMENTS

This link displays the comments that were entered in the Edit Order window. (Read Only).

Specimen Information – Action Buttons

Action Buttons



NEW ORDER

The New Order button displays the Order Entry window so a new Order can be entered.

PLACE ORDER

The Place Order button saves the entries to the database and prompts for Requisition/Label printing. This button remains dithered until all required Order Entry information has been completed.

CANCEL ORDER

This button is used to change the status of an Open or Standing order to Cancelled. Orders that have been received by the lab are read only and can't be cancelled. Contact the Host Facility if a received order needs to be cancelled. The user is required to enter a reason for cancellation for cancelled orders.

REPRINT

Prints the displayed (previously placed) order.

RESULTS

Displays the Results Retrieval window.

Caution: When selecting the "New Order" button, any order information that has not been saved, will be discarded.

LOG OUT

Closes the Outreach application and places the user at the e.outreach Login window.

Note: Please exit e.outreach using the "Logout" button. Exiting using the X in the upper right corner may not properly close the application.

Note:

An omission of required fields and/or incorrect data formats in an 'Edit' section will result in the display of a red format indicator message displayed at the bottom of the Order Entry window. This indicates what must be entered before the selections can be added to the current order. Required entries must be entered in the correct format before the user can exit the window.

A red 'incomplete' flag at the bottom of the Order Entry window (**Patient Incomplete, Billing Incomplete, Order Incomplete, Ask At Order Questions Incomplete and/or Submitter Incomplete**) indicates that required information must be entered before the order can be placed.

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Section Tab for EDIT

Edit Patient Window

Edit Patient Window

This portion of the window displays the patient demographic information.

The screenshot shows the 'Edit Patient -- Webpage Dialog' window. The dialog contains the following fields and sections:

- Name [Last, First]:** Test, Patient
- PatientID:** To Be Assigned
- SSN [xxx-xx-xxxx]:** 111-11-1111
- DOB [yyyy-mm-dd]:** 1990-12-01
- Sex Options:**
 - MI - Male
 - FI - Female
 - A - Ambiguous
 - NI - Not Applicable
 - U - Unknown
 - O - Other
- Sex:** F
- Street:** 100 Sower Blvd.
- Street2:**
- City:** Frankfort
- State:** KY
- Zip:** 40601
- Phone:**
- County:** Bullitt

Buttons: OK, Log Out

Background window details:

- Order Entry:** [BULLITT CO HEALTH DEPT.]
- Set Submitter:** None
- Search Patient:** [Button]
- Order Mode:** Clinical
- Orders:** [Button]
- Name [Last, First]:** [Field]
- Sex:** [Field]
- DOB [yyyy-mm-dd]:** [Field]
- SSN [xxx-xx-xxxx]:** [Field]
- Med Rec:** [Field]
- Req #:** [Field]
- Status:** NEW
- Guarantor:** [Field]
- Insurance 1:** [Field]
- Insurance 2:** [Field]
- Insurance 3:** [Field]
- Order Date:** 2013-02-14
- Order Priority:** [Field]
- Test Description Questions ICD9 Tube Type Specimen Collection** (Table with 6 columns)
- Order Comments:** [Text Area]
- New Order** [Button] **Place Order** [Button] **Cancel Order** [Button]
- [Patient Incomplete] [Order Incomplete]** (Status indicators)

To make modifications select the “Edit Patient” button. Information that is entered in this window remains with the patient record for use on subsequent orders.

Note:

Require fields are indicated by a * to the right of the field label.

Edit Patient Window

Omitting one or more required data entry fields in a section will result in a validation error upon exiting the window using the OK button. Fields that do not pass the validation criteria must be corrected before the order can be placed.

The screenshot shows a web-based dialog box titled "Edit Patient -- Webpage Dialog". It contains several input fields for patient information, some of which have validation errors indicated by red text. The fields and their values are as follows:

Field	Value	Validation Error
Name*	Joe Patient	last, first
PatientID	To Be Assigned	
SSN	111-11-111111	numeric entries formatted as 'xxx-xx-xxxx' or 'xxxxxxxxxx'
DOB	01-01-1970	+ yyyy-MM-dd
Sex		
Street		
Street2		
City		
State	OK	
Zip		
Phone	505555121212	"invalid format. valid formats: 5551212 ,614555-1212 ,(614)555-1212 , 6145551212, (614)555-1212 x352"
Ordering Location		
Comment		

An "OK" button is located at the bottom right of the dialog box.

Edit Clinical Order Window

To enter the clinical test information, select the 'Edit Clinical Order' button. There are five sections in this window:

The screenshot shows the 'Edit Clinical Order' window with the following sections:

- Order Details:** Includes fields for Priority (ROUTINE), Coll Date (2009-08-12), ICD9s (with an 'Edit ICDs' button), OrderType, and Coll Time (14:43). There is also a 'Comments' field.
- Selected Tests:** A table with columns: Code, Description, TubeType, CollectionDate, CollectionTime, and ICD. It contains five rows, each with a 'Remove' and 'Edit' button.
- 20 Most Frequently Ordered tests:** A list of checkboxes next to test names: CHOL: CHOLESTEROL, GLU: GLUCOSE, /PLT: PLATELETS, CHEM: CHEMISTRY PROFILE, UA: ROUTINE URINALYSIS, CBC, RBC, and several '[Undefined]' entries.
- Test Selection:** A search area with 'Code' and 'FullName' input fields and a 'Run' button. Below is a table with columns: Select, Code, Description, and OrderedAs. It contains eight rows, each with a 'Select' button.
- Bottom:** An 'OK' button.

ORDER DETAILS

Order Priority: The information in this listing is defined by the host facility and stored in the Phrases library.

Order Type: This information is defined by the host facility and stored in the Phrases library.

Collection date/Time: The order collection data/time defaults to the current date/time. It can be altered as needed. The colon (:) can be omitted when entering the collection time.

Edit ICDs: This button displays a window allowing the entry of the ICD9 codes that are applicable to the patient's condition(s). If the patient has Medicare, the code that covers 'medical necessity' (if applicable) must be entered to satisfy the requirement. If no code covering code is entered, **[none]** is displayed in this column indicating that an ABN form will be printed.

ICD9s: A read only field that displays the previously selected ICD9 codes for the order.

Comments: General order comments are entered here. Depending on the system used, this information may be mapped to a corresponding LIS field.

SELECTED TESTS

This section lists the tests/profiles that have been ordered. If the patient is Medicare, then a covering ICD9 must be selected. If there is no covering ICD9, the selected test will have **[none]** in the ICD9 column which indicates that an ABN form will be displayed after the order is placed.

FREQUENTLY ORDERED TESTS

This is where the twenty most commonly ordered tests/profiles for the logged user is stored. To choose one of the tests in this section simply click on the check box next to the test.

TEST SELECTION

Tests can be searched for by either full/partial code or name by simply typing the criteria and selecting the 'Run' button.

Edit Environmental Order

Edit Environmental Order Dialogue Box

- In the “Order Type” Field, click the <Edit Envi Order> button and an “Edit Environmental Order” screen will open.
- Click the down arrow in the “Priority” field and select the appropriate options (Routine or ASAP).
- Select the appropriate option from the menu (Routine or ASAP).
- Enter the correct collection date in the “Coll Date” field- refers to the specimen collection date.
- Enter the “Coll Time” – this field is optional and refers to the specimen collection time.
- In the “Order Type” field, select “Environmental”.
- You may enter comments to this order by clicking the “Comments Link”.
- Select the test on left the right side of the screen. If the desired test is not listed, use the right side of the screen and enter the “Code” or “Full Name”, then click the “Select” link for the desired test and then click the <Run> button.
- Enter the Collector (this is a required field).
- Enter the Specimen Source (this is a required field).
- Click the <Run> button which is located at the middle right side of the screen (when all field entries are complete).

Note: Test names listed at the left of the screen are a listing of the most common tests selected by the logged in user. If the test you need is listed in this section of the page, you may click the check box preceding a test name from this section)

Edit or Remove a Test

To “Edit” or “Remove” a Test

- Edit a test: Click the: “Edit” link next to the test.
- Remove a test: Click the “Remove” link next to the test.
- Click the <OK> button after action has been taken for the desired tests (Remove or Edited).

Edit Clinical Order -- Webpage Dialog

https://outreach.psychesystems.com/NetOutreachKSLTest/dialogEditClinOrder.aspx?Title=Edit+Clinical+Order&page=dialogEditClinOrder.aspx&ReturnID=%

Order Priority: **ROUTINE** Order Date: 2013-02-14 ICD9s: Edit ICDs

Order Type: * **CLINICAL** Order Time: 10:41 Set Coll Date Time Comments

Remove	Edit	Code	Description	TubeType	Specimen Collection Date	Specimen Collection Time (military time)	ICD
		GLU	FASTING OR RANDOM GLUCOSE	CLINICAL CHEM	2013-02-14	09:14	
Remove	Edit	Catalog					
Remove	Edit	Catalog					
Remove	Edit	Catalog					
Remove	Edit	Catalog					

☒ GLU: FASTING OR RANDOM GLUCOSE
☐ FITPR: FIT- POSITIVE REFERRAL
☐ MC: MISC CULTURE PROFILE
☐ RABP: RABIES PROFILE
☐ CTGC: CHLAMYDIA AND GONORRHEA
☐ NEIS: NEISSERIA PROFILE
☐ ECUL: ENTERIC PATHOGENS CULTURE
☐ SCP: TUBERCULOSIS (RAW SPECIMEN)
☐ [Undefined]
☐ [Undefined]

☐ FITHR: FIT- HIGH RISK COLONOSCOPY
☐ FITFU: FIT- FOLLOW UP TESTING
☐ HSV: HERPES SHELL VIAL TESTING
☐ IGGE: SYPHILIS IGG (EIA)
☐ HIV: HIV-1/HIV-2 SCREEN
☐ MEP: MISCELLANEOUS ENTERIC PATHOGENS
☐ FIT: FIT- FECAL IMMUNOCHEMICAL TEST
☐ DRIT: DIRECT RAPID IMMUNOHISTOCHEMICAL TEST
☐ [Undefined]
☐ [Undefined]

Search: Code GLU FullName Run

Select	Const.	Code	Description	OrderedAs
Select	Const.	GLU	FASTING OR RANDOM GLUCOSE	GLU
Select	Const.	GLU1	GLUCOSE 1HR/ 50 GRAM	
Select	Const.			
Select	Const.			
Select	Const.			
Select	Const.			
Select	Const.			
Select	Const.			
Select	Const.			
Select	Const.			

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**Section Tab for ASK AT
ORDER**

Ask At Order Questions

If you select a test with “Ask at Order” questions (also referred to as “program questions”), the following window will open. A response must be set for each question from this window by selecting from the existing list of responses.

- Click the <Set Response> button when each question has been answered which is located at the lower right corner of the page.
- After all of the “Ask at Order” questions have been answered, click the <OK> button which is located at the lower right corner of the screen.

Note: Questions vary depending on the type of test ordered.

The screenshot displays a web application interface for editing clinical orders. The main window, titled 'Edit Clinical Order -- Webpage Dialog', shows a list of tests on the left and a table of order details. The 'GLU' test is selected, and a secondary window, 'Set Ordering Information -- Webpage Dialog', is open to show its details.

Set Ordering Information -- Webpage Dialog

Order Priority: ROUTINE Order Date: 2013-02-14 ICD9s: Edit ICDs
Order Type: CLINICAL Order Time: 10:41 Set Coll/Date Time Comments

Code	Description	TubeType	Specimen Collection Date	Specimen Collection Time (military time)	ICD
smove	Edit Catalog				
smove	Edit Catalog				
smove	Edit Catalog				
smove	Edit Catalog				
smove	Edit Catalog				

GLU Order Priority: ROUTINE Specimen Collection Date: 2013-02-14
Specimen Collection Time (military time): 0914

Questions

Is the patient fasting? Yes
Is this sample for the Chronic Disease (CD) or Maternal Child Health (MCH) program? MCH
Chart number?:
Specimen source?:
Collector?:

Response

Yes
No

OK Free Text Set Response

Blank Page

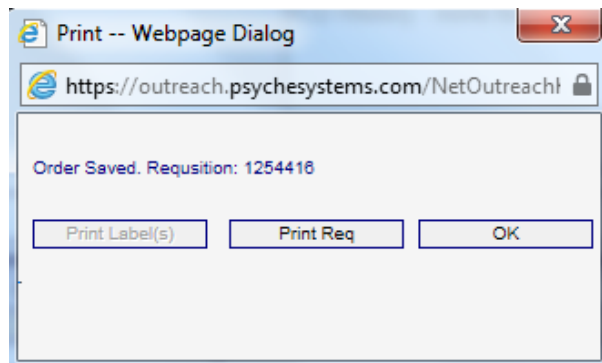
Section Tab for PRINT LABEL and
REQUISITION

Print Label and Requisition

Print Label

- After clicking the <Place Order> button, and the order requirements are met, a dialogue box will appear.
- Click the <Print Labels> button (a label for each test ordered will print).
- Click the <Print Req> button to print the requisition.
- Click the <Close> button to close the dialogue box.

Note: To reprint the label or requisition form, click the <Reprint> button on the main order screen.



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Section Tab for LOG OUT

Log Out

- Log off from the OUTREACH System from the Result or Orders screens.
- The <Log Out> button is located at the lower right corner of these 3 screens (see below).

The screenshot displays a web-based interface for the OUTREACH System. At the top, there is a table with two rows of patient data. Each row includes a 'View Report' link, a 'History' tab, and several columns of data including patient names, dates, and medical information. Below the table, there is a navigation bar with buttons for 'Batch All', 'Batch', 'Use Groups', a dropdown menu showing 'MARK HARTZBAND, MD', and buttons for 'Orders' and 'Log Out'. The 'Log Out' button is highlighted with a red rectangular box.

	View Report	History	midnight, Ows	1722422	S2009-000041	2009-03-11	1722418	1979-02-24	QC, Doctor
	View Report	History	Monday, order	1719928	C2009-000024	2009-02-02	1719924	2001-01-01	ROBERT HADDEN, MD

1 2 3

☐ Batch All ☐ Use Groups MARK HARTZBAND, MD

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Section Tab for OUTREACH INFO

Important OUTREACH Information

- Division of Laboratory Services Web page:
<http://chfs.ky.gov/dph/info/lab/>
- OUTREACH Log in url:
<https://outreach/psychesystems.com/NetOutreachKSL/Login.aspx>
- **OUTREACH IT Customer Service:**
Monday-Friday 8 a.m. to 5 p.m. at (502) 564-4446 x ext. 1 or
via email at CHFS.CSCO@ky.gov



**THANK YOU FROM YOUR DIVISION OF
LABORATORY SERVICES “OUTREACH” TEAM!**